

CITY OF ALAMEDA

Memorandum

To: Honorable Mayor and
Members of the City Council

From: Lisa Goldman
Acting City Manager

Date: March 15, 2011

Re: Approve Modifications to the Paratransit Shuttle Service, Appropriate
\$24,000 in Measure B Funds, and Authorize the Acting City Manager to
Execute all Necessary Documents

BACKGROUND

The Americans with Disabilities Act (ADA) requires transit agencies to offer equivalent paratransit service for persons certified as unable to drive or take public transit. Paratransit services must be made available to eligible users within 3/4 mile of the existing fixed transit routes during normal operating hours. In Alameda, the mandated paratransit service is provided by East Bay Paratransit (EBP).

Measure B, the Alameda County half-cent sales tax for transportation, provides a dedicated funding source for non-mandated, locally based paratransit services for people with disabilities and non-disabled seniors. The City of Alameda has used these funds to provide supplemental paratransit services to address service gaps, as well as to provide additional non-mandated services.

In April 2010, the Public Works Department implemented a Paratransit Shuttle service pilot program. The City Council directed staff to return with an update on the effectiveness of the service and to include the Social Service Human Relations Board and the Recreation and Park Commission in its review. The shuttle service has proved to be successful; however, staff recommends modifications to the service based on community feedback and staff analyses.

DISCUSSION

Currently, the Paratransit shuttle service is available to Alameda seniors, 62 years and older, and to residents certified to use EBP at no cost. The shuttle provides pre-registered senior and disabled residents with access to major Alameda destinations, including shopping centers and medical facilities as follows:

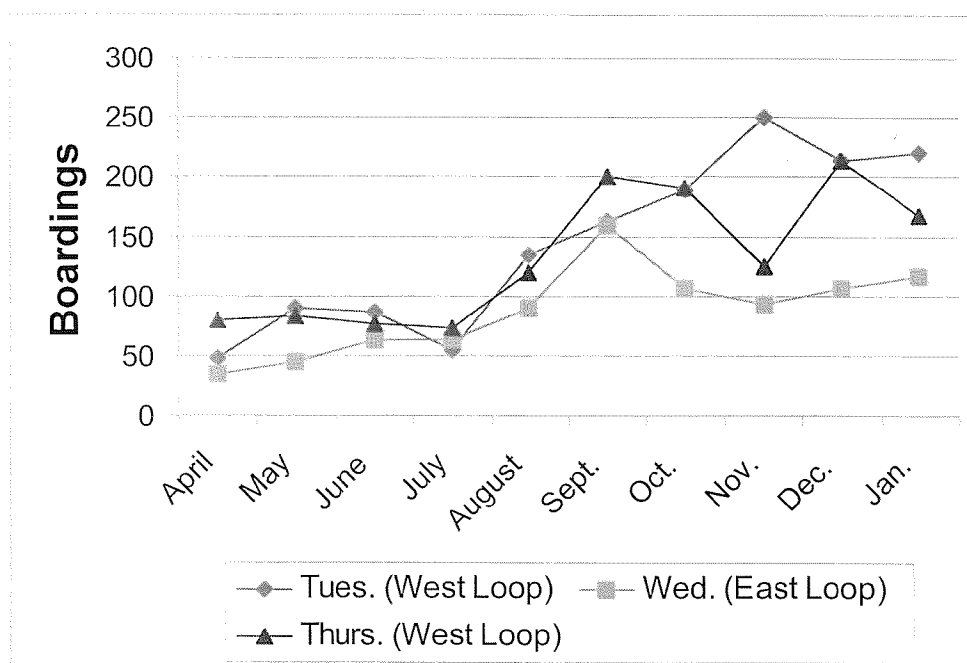
- **East Loop** (Wednesdays): Alameda Towne Centre (at Trader Joe's), Park Street, Kaiser Permanente, Alameda Hospital, Mastick Senior Center, Waters Edge Lodge senior housing, and Harbor Bay Landing Shopping Center.
- **West Loop** (Tuesdays and Thursdays): Alameda Towne Centre (at Trader Joe's), Park Street, Kaiser Permanente, Alameda Hospital, Mastick Senior Center, Webster Street including the Farmers Market on Tuesdays, Marina Village Shopping Center, Independence Plaza senior housing, Cardinal Point senior housing, and Alameda Point.

The service is operated by MV Transportation. In August, based on user feedback, the start time for the service was modified to start an hour earlier (9:00 a.m.) to better accommodate the riders' needs (Exhibit 1).

Ridership - There are currently 581 individuals enrolled in the Paratransit Program and 191 people registered for the shuttle program. Thus, approximately 775 people are currently able to use the fixed route Paratransit Shuttle service. The ridership is remaining steady at about 500 passenger boardings per month (Figure 1).

Staff performed a cost per trip comparison between the shuttle service and the taxi program for the past six months and determined that the shuttle service is more cost effective. Staff estimates that the cost for the shuttle service averages about \$12 per trip while the taxi program averages about \$18 per trip. In fact, as the shuttle program attracts more riders, as it has been, the cost per trip will continue to decrease. It is for these reasons that staff proposes to modify the existing shuttle program.

Figure 1: City of Alameda Paratransit Shuttle - Boardings per Month



Total ridership for these ten months equals 3,118 passenger boardings, with the most popular stops as follows:

- Mastick Senior Center: 1,117 passenger boardings (31%)
- Alameda Towne Centre: 580 passenger boardings (16%)
- Golden House Adult Development: 336 passenger boardings (9%)
- Marina Village Center: 261 passenger boardings (7%)
- Independence Plaza: 250 passenger boardings (7%)

The Tuesday/Thursday shuttle route had a total of 2,778 passenger boardings from April through January. The Wednesday shuttle route had a total of 874 passenger boardings during the same time period. More detailed ridership data by stop is shown in Exhibit 2.

Marketing - Current route schedules are available at the Mastick Senior Center (Mastick), the Alameda Free Library (all branches), the farmers market, major senior residential facilities, and other key locations throughout the City. Shuttle information is also available on the Alameda Paratransit Program website at www.AlamedaParatransit.com. In September, Public Works staff worked with a marketing consultant to create a newspaper advertisement and a corresponding image to be broadcast on the City's public access cable channel (Exhibit 3). The newspaper ad ran in the Alameda Journal in November and December 2010. The City's public access cable channel broadcast started in November 2010. In addition, the Paratransit Program was promoted using a street banner from late October through November, at three different locations in the City.

Survey - In August, the City conducted a survey of eligible shuttle service users (Exhibit 4). The objectives of the survey were to understand rider behavior, gauge rider satisfaction, and elicit feedback on future service changes. The City received over 120 completed questionnaires, which is a response rate of 21 percent. The following bullets outline key observations regarding respondent behavior, satisfaction and opinion on future service:

- Rider Behavior
 - Respondents vary in the number of times they go to work, shopping, visit family/friends, etc. per week at:
 - Five or more times per week (24%).
 - Two times per week (21%)
 - One time per week (20%)
 - Four times per week (20%)
 - Three times per week (14%)

- Tuesdays, Thursdays and Wednesdays are the preferred days of travel at 22%, 20%, and 13%, respectively.
- The majority of shuttle trips (80%) were taken in the morning.
- The majority of respondents (64%) stated that the shuttle helps them travel more.
- Before the shuttle service, these same trips were mostly taken by:
 - Dropped off by friend/family (23%)
 - City's Premium Taxi Program (19%)
 - Private car (18%)
- Rider Satisfaction
 - All respondents stated that the drivers were courteous, the bus was clean and, if applicable, that wheelchairs were secured properly.
 - The majority of respondents (96%) stated that the shuttle bus was on-time for pick-ups and arrivals.
 - The majority of respondents (96%) stated that it was easy to register for the service and that they were satisfied with the service.
 - Respondent testimonials are shown below to provide a better understanding of the participant experience
 - "A very nice and convenient service"
 - "Another wonderful service from Mastick"
 - "Is a great addition to the Alameda paratransit system. It provides service more efficiently to more users at once"
 - "An answer to many seniors' prayers"
 - "Great boon for us seniors"
 - "Thank you...just lost use of my car"
 - "Is a life saver...thank you for it"
- Opinion on Future Service
 - Over one-half the respondents (53%) stated that they wanted longer hours.
 - The majority of respondents (82%) stated that they would use the shuttle service if they were charged \$1 to use the service all day.
 - Over one-half the respondents (55%) stated that they would use the shuttle service if they were charged an annual registration fee of \$20.

Staff also conducted additional interviews to better understand potential interest in the shuttle service by interviewing seniors, on the Paratransit Shuttle, at Mastick Senior Center, the Crown Bay Nursing and Rehabilitation Center, the Marketplace, the Waters Edge Lodge, the Elders Inn, the Main Library, and in the homeowner associations along Shoreline Drive and on Bay Farm.

Outreach – From December through February, Public Works staff presented the survey results and the proposed modifications to the Paratransit Shuttle Program to the Transportation Commission (December), the Recreation and Park Commission (January), the Social Service Human Relations Board (January) and the Commission on Disability Issues (February). Based on the comments received, staff has provided the following responses:

1. Operate all three shuttle routes at the same time to allow for transfers and cross island trips.

Response - This request is not possible at this time given that the Paratransit shuttle service only has access to one shuttle vehicle.

2. Ask for a \$1 donation from passengers riding the shuttle.

Response – The current vehicle does not allow the ability to collect and track the donations received. In addition, the estimated revenue is not expected to cover the resources required to collect and track the donations received.

Recommendations for Shuttle Service Improvements - Based on staff analysis and community feedback, the following improvements to the shuttle service are recommended:

- Operate the West Loop on Tuesdays only instead of Tuesdays and Thursdays. This will allow more geographic coverage to other parts of the City. Staff proposes keeping Tuesday as the West Loop due to the Webster Street Farmers Market and a slightly higher Tuesday ridership compared to Thursday.
- Add a new Central Loop on Thursdays to expand the geographic coverage to Shoreline Drive, Lincoln Avenue, the Marketplace, and the Bridgeside Shopping Center. Staff estimates that 1,350 seniors or individuals with disabilities live in the estimated 2,250 condominiums and apartments along the Westline Drive, Shoreline Drive, and Broadway corridors. The homeowner association managers who were interviewed estimated that between 33% and 50% of their residents are seniors or individuals with disabilities and about 50% of them live alone.
- Revise the West Loop to encompass more of West Alameda. Currently, the shuttle only stops at one location west of Webster Street. The proposed West Loop route recommends a total of six stops west of Webster Street to broaden the coverage in West Alameda.
- Revise the East Loop to encompass more of Bay Farm Island, Lincoln Avenue, and High Street. Currently, the East Loop has two stops on Bay Farm Island and does not stop east of Park Avenue on the main island. The proposed East Loop

route recommends a total of six stops on Bay Farm Island, three stops along High Street and one stop at Otis Drive at Broadway.

- Reduce the eligibility age to use the shuttle from 62 years and older to 55 years and older to attract more riders. This recommendation will broaden the potential pool of shuttle riders without costing additional City monies. A lowered eligibility age will also attract more Mastick Senior Center members (the shuttle's highest attraction) to use the shuttle.

Please refer to Exhibit 5 for the proposed schedules.

FINANCIAL IMPACT

To implement the above modifications, staff requests an appropriation of \$24,000 from the Measure B Paratransit reserves. This will fund \$13,000 for capital costs, including bus stop signs, poles, and benches, and \$11,000 for additional staff costs. The staff costs are associated with implementing the approved modifications (\$5,000) and providing additional public outreach (\$6,000), including printing/mailing the new shuttle service schedules and shuttle service advertisements.

The shuttle service is funded with Measure B Funds in the City's budget for FY10-11. The additional \$24,000 would come from the reserve of the Paratransit Program (Fund 287, Program 4225), which totaled \$128,867 as of June 30, 2010. There is no impact to the General Fund.

MUNICIPAL CODE/POLICY DOCUMENT CROSS REFERENCE

The Paratransit shuttle service supports the General Plan Objective 4.1.5 "Consider the transportation needs of the community, including those with limited mobility options", and the General Plan Policy 4.1.5.b: "Continue to support the Paratransit program."

ENVIRONMENTAL REVIEW

In accordance with the California Environmental Quality Act (CEQA), this project is Statutory Exempt under CEQA Guidelines, Section 15723. Rates, Tolls, Fares, and Charges with the findings that:

1. Changes are necessary to encourage ridership within the service area.
2. Changes are necessary to provide an equitable distribution of services.
3. Changes are necessary for capital programming and capital costs necessary to maintain service within the service area.

In addition, the proposed new transit stops that are not already pre-existing AC Transit bus stops and which will include signage and benches for the shuttle service are Categorically Exempt under CEQA Guidelines, Section 15301 (c), Existing Streets and Sidewalks.

RECOMMENDATION

Approve modifications to the paratransit shuttle service, appropriate \$24,000 in Measure B funds, and authorize the Acting City Manager to execute all necessary documents.

Respectfully submitted,



Matthew T. Naclerio
Public Works Director

By:



Gail Payne
Transportation Coordinator

Approved as to funds and account,



Fred Marsh
Controller

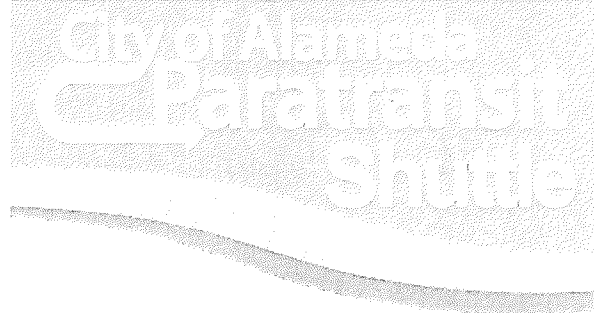
Exhibits:

1. Current Shuttle Service Schedules (as of January 2011)
2. Detailed Ridership Data by Shuttle Stop
3. Marketing Materials
4. Shuttle Service Questionnaire
5. Proposed Shuttle Service Schedules

cc: Watchdog Committee

Eligibility:

- Alameda residents age 62+; or
- East Bay Paratransit certified; or
- Alameda Paratransit Program Certified

Cost: free**To Register:**

Mastick Senior Center
 1155 Santa Clara Ave
 Alameda, CA 94501
 (510) 747-7506

www.AlamedaParatransit.com

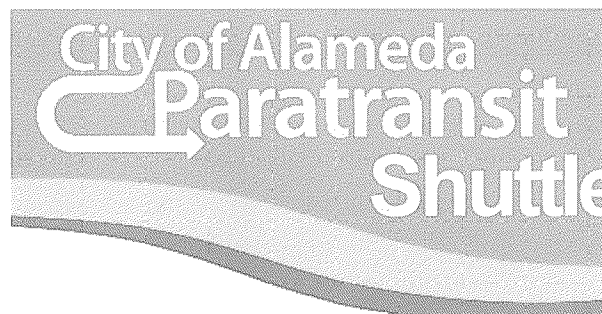
Alameda West Loop Schedule (Tuesdays and Thursdays)

| | AM | | | PM | | | |
|--|------|-------|-------|-------|------|------|------|
| Mastick Senior Center | 9:00 | 10:00 | 11:00 | 12:00 | 1:00 | 2:00 | 3:00 |
| Marina Village Shopping Center | 9:05 | 10:05 | 11:05 | 12:05 | 1:05 | 2:05 | 3:05 |
| Independence Plaza | 9:08 | 10:08 | 11:08 | 12:08 | 1:08 | 2:08 | 3:08 |
| W. Midway Avenue at Orion Street | 9:15 | 10:15 | 11:15 | 12:15 | 1:15 | 2:15 | 3:15 |
| Cardinal Point | 9:19 | 10:19 | 11:19 | 12:19 | 1:19 | 2:19 | 3:19 |
| Marina Village Shopping Center | 9:23 | 10:23 | 11:23 | 12:23 | 1:23 | 2:23 | 3:23 |
| Independence Plaza | 9:26 | 10:26 | 11:26 | 12:26 | 1:26 | 2:26 | 3:26 |
| Webster Street at Elder's Inn | 9:28 | 10:28 | 11:28 | 12:28 | 1:28 | 2:28 | 3:28 |
| Webster Street at Santa Clara Avenue: Farmers Market (Tuesday) | 9:29 | 10:29 | 11:29 | 12:29 | 1:29 | 2:29 | 3:29 |
| Central Avenue at Golden House Adult Development (730 Central Ave.) | 9:31 | 10:31 | 11:31 | 12:31 | 1:31 | 2:31 | 3:31 |
| Mastick Senior Center | 9:35 | 10:35 | 11:35 | 12:35 | 1:35 | 2:35 | 3:35 |
| Encinal Avenue at Benton Street | 9:37 | 10:37 | 11:37 | 12:37 | 1:37 | 2:37 | 3:37 |
| Alameda Hospital | 9:40 | 10:40 | 11:40 | 12:40 | 1:40 | 2:40 | 3:40 |
| Trader Joe's in Towne Centre | 9:43 | 10:43 | 11:43 | 12:43 | 1:43 | 2:43 | 3:43 |
| Anne B. Diamant Senior Plaza | 9:45 | 10:45 | 11:45 | 12:45 | 1:45 | 2:45 | 3:45 |
| Kaiser Permanente | 9:50 | 10:50 | 11:50 | 12:50 | 1:50 | 2:50 | 3:50 |
| Alameda Theatre | 9:52 | 10:52 | 11:52 | 12:52 | 1:52 | 2:52 | 3:52 |
| Main Library on Oak Street | 9:54 | 10:54 | 11:54 | 12:54 | 1:54 | 2:54 | 3:54 |
| Buena Vista Avenue at Walnut St. | 9:56 | 10:56 | 11:56 | 12:56 | 1:56 | 2:56 | 3:56 |
| Buena Vista Avenue at Chestnut St. | 9:57 | 10:57 | 11:57 | 12:57 | 1:57 | 2:57 | 3:57 |
| *End at Mastick Senior Center | | | | | | | 4:00 |

Exhibit 1: Current Shuttle Service Schedules (as of January 2011) Page 2 of 3

When boarding, riders must show:

- City of Alameda Taxi Program Identification Card; or
- City of Alameda Paratransit Shuttle Identification Card



Driver can assist riders with:

- Boarding and exiting the shuttle
- Securing wheelchairs
- Carrying up to five bags of groceries or a folding shopping cart

Alameda East Loop Schedule (Wednesday)

| | AM | | | PM | | | |
|--|------|-------|-------|-------|------|------|------|
| Mastick Senior Center | 9:00 | 10:00 | 11:00 | 12:00 | 1:00 | 2:00 | 3:00 |
| Encinal Avenue at Benton Street | 9:02 | 10:02 | 11:02 | 12:02 | 1:02 | 2:02 | 3:02 |
| Alameda Hospital | 9:05 | 10:05 | 11:05 | 12:05 | 1:05 | 2:05 | 3:05 |
| Trader Joe's in Towne Centre | 9:08 | 10:08 | 11:08 | 12:08 | 1:08 | 2:08 | 3:08 |
| Anne B. Diament Senior Plaza | 9:12 | 10:12 | 11:12 | 12:12 | 1:12 | 2:12 | 3:12 |
| Kaiser Permanente | 9:15 | 10:15 | 11:15 | 12:15 | 1:15 | 2:15 | 3:15 |
| Alameda Theatre | 9:17 | 10:17 | 11:17 | 12:17 | 1:17 | 2:17 | 3:17 |
| Main Library on Oak Street | 9:19 | 10:19 | 11:19 | 12:19 | 1:19 | 2:19 | 3:19 |
| Waters Edge Lodge | 9:32 | 10:32 | 11:32 | 12:32 | 1:32 | 2:32 | 3:32 |
| Island Drive at Harbor Bay Landing | 9:35 | 10:35 | 11:35 | 12:35 | 1:35 | 2:35 | 3:35 |
| Waters Edge Lodge | 9:37 | 10:37 | 11:37 | 12:37 | 1:37 | 2:37 | 3:37 |
| Anne B. Diament Senior Plaza | 9:48 | 10:48 | 11:48 | 12:48 | 1:48 | 2:48 | 3:48 |
| Kaiser Permanente | 9:50 | 10:50 | 11:50 | 12:50 | 1:50 | 2:50 | 3:50 |
| Alameda Theatre | 9:52 | 10:52 | 11:52 | 12:52 | 1:52 | 2:52 | 3:52 |
| Main Library on Oak Street | 9:54 | 10:54 | 11:54 | 12:54 | 1:54 | 2:54 | 3:54 |
| Buena Vista Avenue at Walnut Street | 9:56 | 10:56 | 11:56 | 12:56 | 1:56 | 2:56 | 3:56 |
| Buena Vista Avenue at Chestnut St. | 9:57 | 10:57 | 11:57 | 12:57 | 1:57 | 2:57 | 3:57 |
| *End at Mastick Senior Center | | | | | | | 4:00 |

Exhibit 1: Current Shuttle Service Schedules (as of January 2011) Page 3 of 3

Updated January 2011



Your Measure B
Tax Dollars
Help Fund the
Operations of this Vehicle!

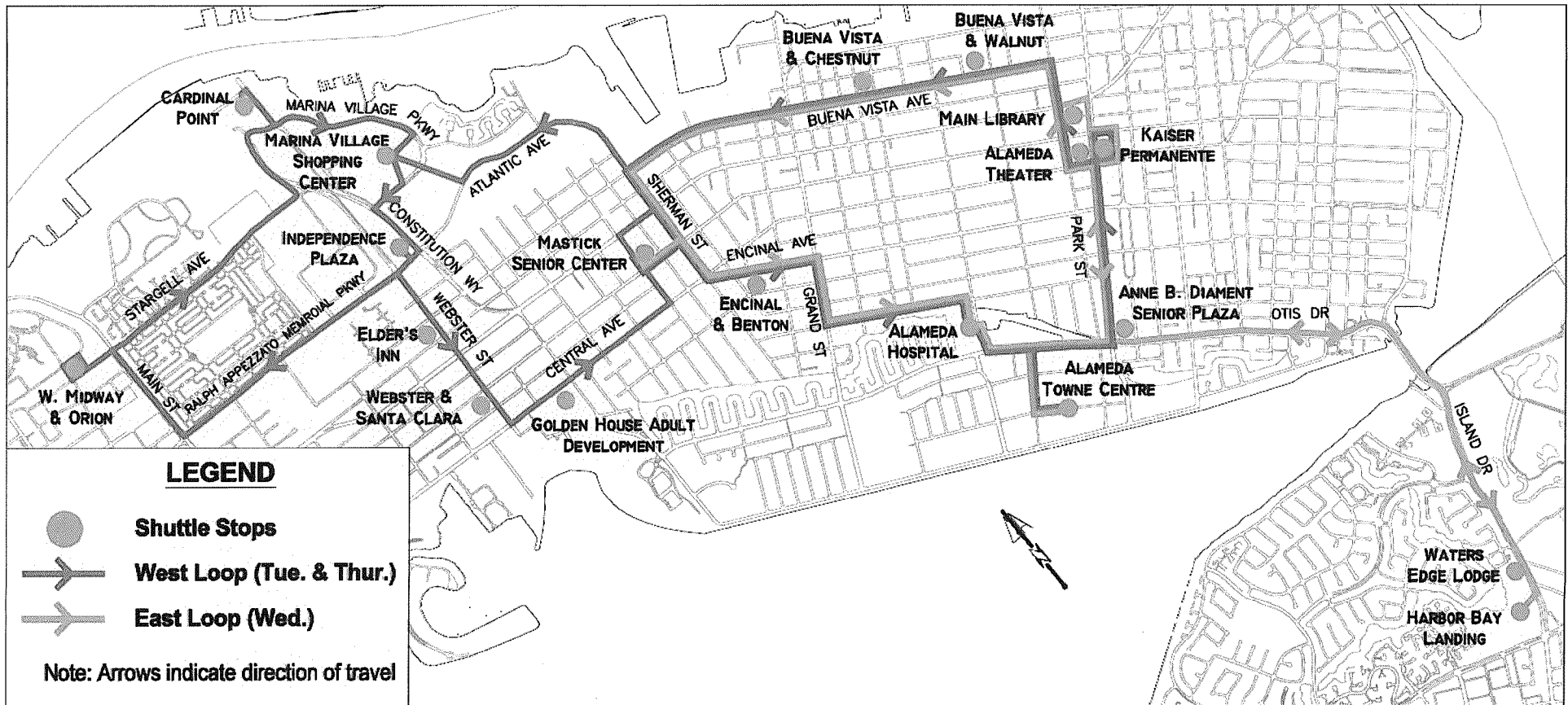
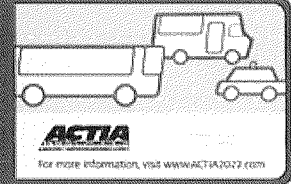




Exhibit 2: Detailed Ridership Data by Shuttle Stop

Alameda Paratransit Shuttle

Monthly Summary (April 2010 - January 2011)

| Day | Midway & Orion | Cardinal Point | Marina Village Center | Independence Plaza | Elder's Inn | Webster & Santa Clara | Golden House | Mastick Center | Encinal & Benton | Alameda Hospital | Alameda Towne Centre | Diamond Senior Plaza | Kaiser Permanente | Alameda Theatre | Main Library | Buena Vista & Walnut | Buena Vista & Chestnut | Water's Edge Lodge | Harbor Bay Center | Daily Passenger Total |
|------|----------------|----------------|-----------------------|--------------------|-------------|-----------------------|--------------|----------------|------------------|------------------|----------------------|----------------------|-------------------|-----------------|--------------|----------------------|------------------------|--------------------|-------------------|-----------------------|
| Thu | 2 | 10 | 34 | 34 | 4 | 9 | 40 | 99 | 9 | 9 | 51 | 0 | 7 | 5 | 4 | 0 | 0 | 0 | 0 | 317 |
| Tue | 1 | 8 | 31 | 23 | 29 | 5 | 41 | 95 | 17 | 10 | 46 | 4 | 19 | 3 | 4 | 3 | 2 | 0 | 0 | 341 |
| Wed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 58 | 7 | 4 | 32 | 9 | 14 | 17 | 12 | 0 | 0 | 18 | 17 | 188 |
| Thu | 6 | 8 | 24 | 36 | 4 | 10 | 37 | 86 | 7 | 8 | 30 | 5 | 4 | 4 | 2 | 0 | 0 | 0 | 0 | 271 |
| Tue | 6 | 6 | 20 | 33 | 16 | 15 | 37 | 123 | 11 | 6 | 57 | 5 | 14 | 3 | 2 | 0 | 0 | 0 | 0 | 354 |
| Wed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 47 | 1 | 5 | 42 | 13 | 13 | 20 | 7 | 1 | 0 | 17 | 23 | 189 |
| Thu | 3 | 13 | 44 | 28 | 3 | 4 | 52 | 104 | 8 | 9 | 59 | 4 | 8 | 7 | 5 | 0 | 0 | 0 | 0 | 351 |
| Tue | 2 | 2 | 28 | 22 | 25 | 11 | 40 | 113 | 9 | 2 | 58 | 7 | 14 | 2 | 5 | 0 | 0 | 0 | 0 | 340 |
| Wed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 63 | 3 | 5 | 46 | 7 | 16 | 8 | 9 | 1 | 0 | 34 | 20 | 212 |
| Thu | 0 | 8 | 25 | 24 | 2 | 1 | 30 | 95 | 5 | 11 | 34 | 0 | 3 | 5 | 3 | 0 | 0 | 0 | 0 | 246 |
| Tue | 1 | 1 | 16 | 31 | 11 | 29 | 27 | 107 | 1 | 2 | 54 | 2 | 19 | 5 | 5 | 0 | 0 | 0 | 0 | 311 |
| Wed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 65 | 4 | 8 | 44 | 6 | 19 | 19 | 6 | 1 | 0 | 22 | 29 | 223 |
| Thu | 2 | 9 | 23 | 11 | 1 | 1 | 15 | 44 | 2 | 4 | 18 | 2 | 4 | 3 | 2 | 2 | 0 | 0 | 0 | 143 |
| Tues | 0 | 1 | 16 | 8 | 14 | 7 | 17 | 18 | 0 | 2 | 9 | 1 | 9 | 0 | 2 | 0 | 0 | 0 | 0 | 104 |
| Wed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 21 | 1 | 1 | 14 | 4 | 6 | 0 | 7 | 0 | 0 | 3 | 5 | 62 |
| | 23 | 66 | 261 | 250 | 109 | 92 | 336 | 1,117 | 84 | 85 | 580 | 65 | 163 | 101 | 68 | 8 | 2 | 91 | 89 | 3,652 |
| | 1% | 2% | 7% | 7% | 3% | 3% | 9% | 31% | 2% | 2% | 16% | 2% | 4% | 3% | 2% | 0% | 0% | 2% | 2% | |

Exhibit 3: Marketing Materials




*Transportation for Seniors
and People With Disabilities*

Calling All Seniors

Did you know that these services are available for you?*

- Free shuttle in the City of Alameda
- Taxi ride discounts
- Monthly group trips at reduced rates to various City-sponsored Bay Area locations

*Restrictions apply



www.AlamedaParatransit.com
City of Alameda Paratransit services are funded by Measure B.

*For registration and eligibility
information, please contact:*
**Mastick Senior Center
Transportation Office**
Mon. - Thur. • 9:00 a.m. - 3:00 p.m.
1155 Santa Clara Avenue, Alameda
(510) 747-7513
dzeppin@ci.alameda.ca.us



*Transportation for Seniors
and People With Disabilities*

Calling All Seniors

Did you know that these services are available for you?*

- Free shuttle in the City of Alameda
- Taxi ride discounts
- Monthly group trips at reduced rates to various City-sponsored Bay Area locations

*Restrictions apply



**"Paratransit gives me independence!
Thank you!"**
— City of Alameda Paratransit customer

For registration and eligibility information, please contact:
Mastick Senior Center Transportation Office
Monday - Thursday | 9:00 a.m. - 3:00 p.m.
1155 Santa Clara Avenue, Alameda
(510) 747-7513
dzeppin@ci.alameda.ca.us



www.AlamedaParatransit.com
City of Alameda Paratransit services are funded by Measure B.

**City Council
Exhibit 3 to
Agenda Item #5-Ei
03-15-11**



City of Alameda Paratransit Shuttle Survey

The City of Alameda is conducting a survey to evaluate the City of Alameda's Paratransit Shuttle. Please take a moment to fill out the survey and return it in the enclosed, stamped, self-addressed envelope no later than **Tuesday, August 31, 2010 to Mastick Senior Center, 1155 Santa Clara Avenue, Alameda, CA 94501. For questions about this survey, please contact Mastick Senior Center at (510) 747-7506.**

- 1) Are you certified for East Bay Paratransit? ☐ Yes ☐ No
- 2) Have you used the City of Alameda Paratransit Shuttle? ☐ Yes ☐ No
If not, why? _____ Please skip to the
"Opinion for Future Changes" section starting with question 18.

| |
|-----------------------|
| Rider Behavior |
|-----------------------|

- 3) In a typical week, how many times do you go to work, shopping, visit family/friends, etc.? (circle one) Count each time you go out and come home as one trip.

1234567+trips per week
- 4) What are the days you travel most? (Choose only two)

☐ Monday
☐ Tuesday
☐ Wednesday
☐ Thursday
☐ Friday
☐ Same on all weekdays

☐ Saturday
☐ Sunday
☐ Same on all weekend days

Exhibit 4: Shuttle Service Questionnaire – Page 2 of 3

- 5) Do you usually travel on the Wednesday East Loop or on the Tuesday/Thursday West Loop?

☐ Wednesday East Loop

☐ Tuesday/Thursday West Loop

- 6) Time of your most recent City of Alameda Paratransit Shuttle trip
_____ a.m. or p.m.

- 7) Does the City of Alameda Paratransit Shuttle help you travel more?

☐ Yes ☐ No

If not, how did you travel for the same trip(s) that you now take using the City of Alameda Paratransit Shuttle?

☐ private car

☐ AC Transit, Line 20

☐ dropped off by friend/family member

☐ AC Transit, Line 21

☐ City of Alameda Premium Taxi program

☐ AC Transit, Line 31

☐ City of Alameda MRTIP program

☐ AC Transit, Line 20

☐ Other _____ (Please explain)

- 8) Where do you normally get on and off the City of Alameda Paratransit Shuttle?

West Loop (Tues & Thurs)

On Off

- | | | |
|--------------------------|--------------------------|--------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Mastick Senior Center |
| <input type="checkbox"/> | <input type="checkbox"/> | Marina Village Center |
| <input type="checkbox"/> | <input type="checkbox"/> | Independence Plaza |
| <input type="checkbox"/> | <input type="checkbox"/> | W. Midway and Orion |
| <input type="checkbox"/> | <input type="checkbox"/> | Cardinal Point |
| <input type="checkbox"/> | <input type="checkbox"/> | Webster and Santa Clara |
| <input type="checkbox"/> | <input type="checkbox"/> | Alameda Hospital |
| <input type="checkbox"/> | <input type="checkbox"/> | Alameda Towne Centre |
| <input type="checkbox"/> | <input type="checkbox"/> | Anne B. Diament Plaza |
| <input type="checkbox"/> | <input type="checkbox"/> | Kaiser Permanente |
| <input type="checkbox"/> | <input type="checkbox"/> | Alameda Theatre |
| <input type="checkbox"/> | <input type="checkbox"/> | Main Library |
| <input type="checkbox"/> | <input type="checkbox"/> | Buena Vista & Walnut |
| <input type="checkbox"/> | <input type="checkbox"/> | Buena Vista & Chestnut |
| <input type="checkbox"/> | <input type="checkbox"/> | Golden House Adult Development |

East Loop (Wed)

On Off

- | | | |
|--------------------------|--------------------------|------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Mastick Senior Center |
| <input type="checkbox"/> | <input type="checkbox"/> | Alameda Hospital |
| <input type="checkbox"/> | <input type="checkbox"/> | Alameda Towne Centre |
| <input type="checkbox"/> | <input type="checkbox"/> | Anne B Diament Plaza |
| <input type="checkbox"/> | <input type="checkbox"/> | Kaiser Permanente |
| <input type="checkbox"/> | <input type="checkbox"/> | Alameda Theatre |
| <input type="checkbox"/> | <input type="checkbox"/> | Main Library |
| <input type="checkbox"/> | <input type="checkbox"/> | Waters Edge Lodge |
| <input type="checkbox"/> | <input type="checkbox"/> | Harbor Bay Landing |
| <input type="checkbox"/> | <input type="checkbox"/> | Buena Vista & Walnut |
| <input type="checkbox"/> | <input type="checkbox"/> | Buena Vista & Chestnut |

Rider Satisfaction

- 9) Was the driver courteous? ☐ Yes ☐ No
- 10) Was the City of Alameda Paratransit Shuttle clean? ☐ Yes ☐ No
- 11) Were you picked up within the times indicated on the schedule? ☐ Yes ☐ No

Exhibit 4: Shuttle Service Questionnaire – Page 3 of 3

- 12) Did you arrive at your destination on time? ☐ Yes ☐ No
- 13) Did the driver secure your wheelchair/mobility device properly?
☐ Yes ☐ No ☐ Not Applicable
- 14) If you use a service animal, was he/she treated appropriately?
☐ Yes ☐ No ☐ Not Applicable
- 15) Has the Mastick Senior Center staff handled any complaints you have had well? ☐ Yes ☐ No ☐ Not Applicable
- 16) Was it easy to sign up for the City of Alameda Paratransit Shuttle service?
☐ Yes ☐ No
- 17) Overall, are you satisfied with the City of Alameda Paratransit Shuttle?
☐ Yes ☐ No If not, why? _____

| |
|-----------------------------------|
| Opinion for Future Changes |
|-----------------------------------|

- 18) Where else would you like the City of Alameda Paratransit Shuttle to stop?

- 19) Would you like the City of Alameda Paratransit Shuttle to have longer hours than the current hours of 9 a.m. to 4 p.m.? ☐ Yes ☐ No
If yes, what are your preferred hours? _____
- 20) Currently the shuttle service is free to users. If the City of Alameda Paratransit Shuttle charged one dollar (\$1) to use it **all day**, would you use the shuttle?
☐ Yes ☐ No

If the City of Alameda Paratransit Shuttle charged a \$20 **annual** registration fee, would you use the shuttle?
☐ Yes ☐ No

Please provide any other comments _____

(Optional)

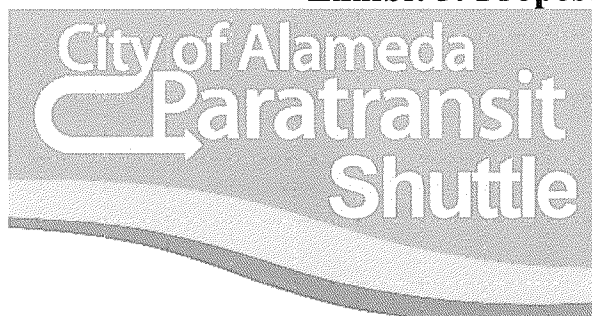
Name

Street

City

Zip

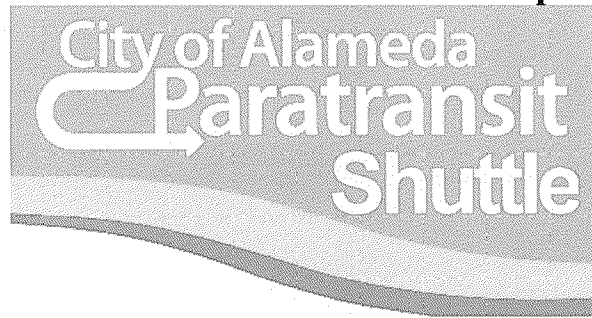
Thank you for your participation in the City of Alameda Paratransit Shuttle evaluation!



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Alameda West Loop Schedule (Tuesdays)

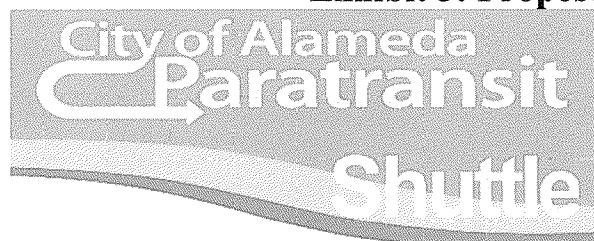
| | | AM | | PM | | | |
|--|-------|----|--|----|--|--|--|
| Anne B. Diament Senior Plaza (920 Park Street) | 9:00 | | | | | | |
| Kaiser Permanente on Park Avenue | 9:04 | | | | | | |
| Alameda Theatre (2317 Central Avenue) | 9:05 | | | | | | |
| Main Library on Oak Street (at Lincoln Avenue) | 9:06 | | | | | | |
| Mastick Senior Center (1155 Santa Clara Avenue) | 9:14 | | | | | | |
| Marina Village Shopping Center | 9:19 | | | | | | |
| Atlantic Avenue at Constitution Way | 9:22 | | | | | | |
| Ralph Appezato Mem. Pkwy at W. Campus Drive | 9:24 | | | | | | |
| Ralph Appezato Mem. Pkwy at Coral Sea Street | 9:26 | | | | | | |
| Ralph Appezato Mem. Pkwy at Mosley Avenue | 9:27 | | | | | | |
| West Midway Avenue at Orion Street | 9:30 | | | | | | |
| Willie Stargell Avenue at Coral Sea Street | 9:34 | | | | | | |
| Mariner Square Loop at Willie Stargell Avenue | 9:36 | | | | | | |
| Cardinal Point (foot of Mariner Square Drive) | 9:38 | | | | | | |
| Webster Street at Elders Inn (1721 Webster St.) | 9:44 | | | | | | |
| Webster St. at Santa Clara Ave.: Farmers Market | 9:45 | | | | | | |
| Golden House Adult Dev. (730 Central Avenue) | 9:47 | | | | | | |
| Central Avenue at Weber Street | 9:48 | | | | | | |
| Alameda Hospital (on Willow St. at Clinton Ave.) | 9:53 | | | | | | |
| Whitehall Place at Willow Street | 9:55 | | | | | | |
| Towne Centre at 1) Trader Joe's and 2) Borders | 9:57 | | | | | | |
| *End at Anne B. Diament Senior Plaza | 10:00 | | | | | | |



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Alameda East Loop Schedule (Wednesdays)

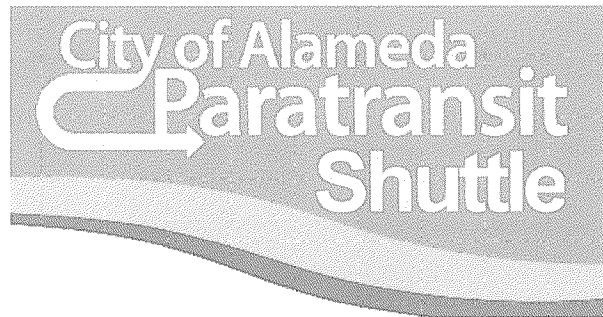
| | | AM | | PM | | | |
|---|-------|----|--|----|--|--|--|
| Waters Edge Lodge (801 Island Drive) | 9:00 | | | | | | |
| Island Drive at Harbor Bay Landing | 9:02 | | | | | | |
| Mecartney Road at Leydecker Park / Library | 9:03 | | | | | | |
| Verdemar Drive at Casitas Alameda (at El Sereno) | 9:05 | | | | | | |
| Island Drive at Islandia (1138 Island Drive) | 9:07 | | | | | | |
| Island Dr. at Grand View Pavilion/Park & Ride Lot | 9:09 | | | | | | |
| Otis Drive at Broadway | 9:14 | | | | | | |
| Towne Centre at 1) Trader Joe's and 2) Borders | 9:18 | | | | | | |
| Anne B. Diamant Senior Plaza (920 Park Street) | 9:20 | | | | | | |
| Alameda Hospital (on Willow St. at Clinton Ave.) | 9:24 | | | | | | |
| Encinal Avenue at Benton Street | 9:26 | | | | | | |
| Mastick Senior Center (1155 Santa Clara Avenue) | 9:33 | | | | | | |
| Lincoln Avenue at Stanton Street | 9:36 | | | | | | |
| Lincoln Avenue at Chestnut Street | 9:38 | | | | | | |
| Lincoln Avenue at Walnut Street | 9:39 | | | | | | |
| Kaiser Permanente (2417 Central Avenue) | 9:43 | | | | | | |
| Alameda Theatre (2317 Central Avenue) | 9:44 | | | | | | |
| Main Library on Oak Street (at Lincoln Avenue) | 9:45 | | | | | | |
| High Street at Santa Clara Avenue | 9:50 | | | | | | |
| High Station at Encinal Avenue | 9:52 | | | | | | |
| High Street at Krusi Park | 9:55 | | | | | | |
| *End at Waters Edge Lodge | 10:00 | | | | | | |



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Alameda Central Loop Schedule (Thursdays)

| | AM | PM |
|--|-------|----|
| Anne B. Diament Senior Plaza (920 Park Street) | 9:00 | |
| Alameda Hospital (on Willow St. at Clinton Ave.) | 9:03 | |
| Whitehall Place at Willow Street | 9:05 | |
| Towne Centre at 1) Trader Joe's and 2) Borders | 9:07 | |
| Shoreline Drive at U.S. Post Office/Courthouse | 9:09 | |
| Shoreline Dr. betw Willow St. and Kitty Hawk St. | 9:11 | |
| Shoreline Drive at Grand Street | 9:12 | |
| Westline Drive at Crown Bay Nursing & Rehab. | 9:15 | |
| Eighth Street at Portola Avenue | 9:17 | |
| Central Avenue at Weber Street | 9:19 | |
| Mastick Senior Center (1155 Santa Clara Avenue) | 9:25 | |
| Lincoln Avenue at Stanton Street | 9:28 | |
| Lincoln Avenue at Chestnut Street | 9:30 | |
| Lincoln Avenue at Walnut Street | 9:31 | |
| Marketplace on Buena Vista Avenue at Park St. | 9:34 | |
| Blanding Avenue at Bridgeside Shopping Center | 9:40 | |
| Broadway at Lincoln Avenue | 9:43 | |
| Kaiser Permanente on Park Avenue | 9:47 | |
| Alameda Theatre (2317 Central Avenue) | 9:48 | |
| Main Library on Oak Street (at Lincoln Avenue) | 9:50 | |
| Broadway at Crist Street | 9:56 | |
| Otis Drive at Broadway | 9:58 | |
| *End at Anne B. Diament Senior Plaza | 10:00 | |



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Eligibility:

- Alameda residents age 60+; or
- East Bay Paratransit certified; or
- Alameda Paratransit Program Certified

Cost: free

To Register:

Mastick Senior Center
1155 Santa Clara Ave
Alameda, CA 94501
(510) 747-7513

www.AlamedaParatransit.com

When boarding, riders must show:

- City of Alameda Taxi Program ID Card; or
- City of Alameda Paratransit Shuttle ID Card

Driver can assist riders with:

- Boarding and exiting the shuttle
- Securing wheelchairs
- Carrying up to five bags of groceries or a folding shopping cart

Shuttle Routes:

- **Tuesday** – West Loop (between Alameda Point and downtown Alameda)
- **Wednesday** – East Loop (between Bay Farm Island, downtown Alameda and Mastick Senior Center)
- **Thursday** – Central Loop (between Towne Centre, Shoreline Drive, Marketplace and Bridgeside Center)

Schedules are available at
www.AlamedaParatransit.com

The shuttle service does **not** run on New Year's Day, Fourth of July, Veterans Day, Thanksgiving Day or Christmas.

